

# Employability Skills

Textbook for Class XII

विद्यया ऽ मृतमश्नुते



एन सी ई आर टी  
NCERT

राष्ट्रीय शैक्षिक अनुसंधान और प्रशिक्षण परिषद्  
NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING

**ISBN 978-93-5292-270-3**

First Edition

June 2020 Ashadha 1942

**PD 5T BS**

© **National Council of Educational  
Research and Training, 2020**

**₹ 120.00**

Printed on 80 GSM paper with NCERT  
watermark

Published at the Publication Division  
by the Secretary, National Council of  
Educational Research and Training,  
Sri Aurobindo Marg, New Delhi 110 016  
and printed at .....

**ALL RIGHTS RESERVED**

- ❑ No part of this publication may be reproduced, stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior permission of the publisher.
- ❑ This book is sold subject to the condition that it shall not, by way of trade, be lent, re-sold, hired out or otherwise disposed off without the publisher's consent, in any form of binding or cover other than that in which it is published.
- ❑ The correct price of this publication is the price printed on this page. Any revised price indicated by a rubber stamp or by a sticker or by any other means is incorrect and should be unacceptable.

**OFFICES OF THE PUBLICATION  
DIVISION, NCERT**

NCERT Campus Sri Aurobindo Marg New Delhi 110 016	Phone : 011-26562708
108, 100 Feet Road Hosdakere Halli Extension Banashankari III Stage Bengaluru 560 085	Phone : 080-26725740
Navjivan Trust Building P.O.Navjivan Ahmedabad 380 014	Phone : 079-27541446
CWC Campus Opp. Dhankal Bus Stop Panihati Kolkata 700 114	Phone : 033-25530454
CWC Complex Maligaon Guwahati 781 021	Phone : 0361-2674869

**Publication Team**

Head, Publication Division	: Anup Kumar Rajput
Chief Editor	: Shveta Uppal
Chief Production Officer	: Arun Chitkara
Chief Business Manager	: Vipin Dewan
Editor	: Bijnan Sutar
Production Officer	: .....

**Cover and Layout**

DTP Cell, Publication Division

# Foreword

The National Curriculum Framework–2005 (NCF–2005) recommends bringing work and education into the domain of the curricular, infusing it in all areas of learning while giving it an identity of its own at relevant stages. It explains that work transforms knowledge into experience and generates important personal and social values such as self-reliance, creativity and cooperation. Through work, one learns to find one's place in society. It is an educational activity with an inherent potential for inclusion. Therefore, an experience of involvement in productive work in an educational setting will make one appreciate the worth of social life and what is valued and appreciated in the society. Work involves interaction with material or other people (mostly both), thus, creating a deeper comprehension and increased practical knowledge of natural substances and social relationships.

Through work and education, school knowledge can be easily linked to learners' life outside the school. This also makes a departure from the legacy of bookish learning and bridges the gap between the school, home, community and workplace. The NCF–2005 also emphasises on Vocational Education and Training (VET) for all those children, who wish to acquire additional skills and/or seek livelihood through vocational education after either discontinuing or completing their school education. VET is expected to provide a 'preferred and dignified' choice rather than a terminal or 'last-resort' option.

As a follow-up of this, NCERT has attempted to infuse work across subject areas and also contributed in the development of the National Skill Qualification Framework (NSQF) for the country, which was notified on 27 December 2013. It is a quality assurance framework that organises all qualifications, according to levels of knowledge, skills and attitude. These levels, graded from one to ten, are defined in terms of learning outcomes, which the learner must possess regardless of whether they are obtained through formal, non-formal or informal learning. The NSQF sets common principles and guidelines for a nationally recognised qualification system covering schools, vocational education and training institutions, technical education institutions, colleges and universities.

It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of

NCERT, has developed learning outcomes based modular curricula for vocational subjects from Classes IX to XII. This has been developed under the Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education of the Ministry of Human Resource Development.

This textbook takes care of generic skills embedded in various job roles in a comprehensive manner and also provides more opportunities and scope for students to engage with these common and necessary skills, such as communication, critical thinking and decision making in different situations pertaining to different job roles.

I acknowledge the contribution of the development team, reviewers and all institutions and organisations, which have supported in the development of this textbook.

NCERT would welcome suggestions from students, teachers and parents, which would help us to further improve the quality of the material in subsequent editions.

New Delhi  
June 2018

HRUSHIKESH SENAPATY  
*Director*  
National Council of Educational  
Research and Training

## About the Textbook

Employability skills can be defined as soft skills, which employers look for in a potential employee. These are the skills that equip employees to carry out their responsibilities to the best of their abilities, ensuring client satisfaction. For example, the ability to explain what someone means in a clear and concise way through written and spoken means helps in fostering better relationship with the client or customer.

Similarly, handling stress that comes with deadlines for completing a work or target and ensuring that a person meets the deadlines can be done through effective self-management training. It can also be done by working cordially with other people from different disciplines, backgrounds and expertise to accomplish a task or goal.

In today's digital age, employers expect that employees are able to make use of elementary functions of information and communication technology to retrieve, access, store, produce, present and exchange information in collaborative networks using the Internet.

Students need to develop entrepreneurial skills so that they can develop necessary knowledge and skills to start their own businesses, thus, becoming 'job creators' rather than 'job seekers'. Potential employees need to develop green skills, which are technical skills, knowledge, values and attitudes needed in the workforce to develop and support sustainable social, economic and environmental outcomes in business, industry and community. Thus, as a student, one is expected to acquire a range of skills so that the person can meet the skill demands of the organisation that one would be working for or to set up and run one's own business.

This textbook on 'Employability Skills' covers communication, self-management, information and communication technology, entrepreneurial and green skills. It has been developed as per the learning outcome-based curriculum. The employability skills are embedded in the Qualification Packs of the different job roles in various sectors under the National Skill Qualification Framework. The textbook aims to provide learning experience through a blended approach of text and video-based interactive e-learning lessons. Running these e-learning lessons in classrooms would require a computer with Internet connection, projector

and sound system, which the school needs to provide to teachers and students. The teachers will guide the students to actively participate in class. The students can ask and answer questions, and follow the instructions to complete the exercises and activities.

VINAY SWARUP MEHROTRA

*Professor and Head*

Curriculum Development and Evaluation Centre  
and National Skill Qualification Framework Cell,  
PSSCIVE, Bhopal

© NCERT  
not to be republished

## Acknowledgements

The National Council for Educational Research and Training (NCERT) expresses its gratitude to all members of the Project Approval Board (PAB) and officials of the Ministry of Human Resource Development (MHRD), Government of India, for their cooperation in the development of this textbook.

The Council thanks Rajesh P. Khambayat, *Joint Director*, PSSCIVE, Bhopal, for rendering constant support and guidance in the development of this textbook.

The Council acknowledges Saroj Yadav, *Professor and Dean (Academic)* and Ranjana Arora, *Professor and Head*, Department of Curriculum Studies (DCS), NCERT, for coordinating review workshops in the finalisation of this textbook.

Review committee members from PSSCIVE, Bhopal — Abhijit Nayak, *Professor and Head*, Department of Health and Paramedical; Deepak. D. Shudhalwar, *Associate Professor and Head*, Department of Engineering and Technology; Kuldeep Singh, *Associate Professor*, Department of Agriculture and Animal Husbandry; Mridula Saxena, *Professor*, Department of Home Science and Hospitality Management; P. Veeraiah, *Professor and Head*, Department of Business and Commerce; Pinki Khanna, *Professor and Head*, Department of Home Science and Hospitality Management; Rajiv Pathak, *Professor*, Department of Agriculture and Animal Husbandry; Saurabh Prakash, *Professor*, Department of Engineering and Technology; R. K. Shukla, *Professor*, Department of Business and Commerce; and Vipin K. Jain, *Associate Professor and Head*, Department of Humanities, Science and Research, are also acknowledged for their valuable contributions.

The Council also acknowledges Aakash Sethi, *Chief Executive Officer*, Quest Alliance; Aditi Kumar, *Project Manager*, Quest Alliance; Amit Singh, *Advisor*, National Institute for Entrepreneurship and Small Business Development; Austin Thomas, *Executive Vice President*, Wadhwani Foundation; Mekin Maheshwari, *Chief Executive Officer*, Udhyam Learning Foundation; Nidhi Sahni, *Curriculum Manager*, Wadhwani Foundation; Nikita Bengani, *Senior Program Manager*, Quest Alliance; Poonam Sinha, *Joint Director*, National Institute for Entrepreneurship

and Small Business Development; Rohit Massey, *Consultant*, National Institute for Entrepreneurship and Small Business Development; Shivani Gandhi, *Program Manager*, Udhyam Learning Foundation; Sonal K. Jain, *Consultant*, Wadhvani Foundation; Sunil Dahiya, *Executive Vice President*, Wadhvani Foundation; and Vikrant Chandela, *Associate Director*, Wadhvani Foundation, for providing valuable inputs and illustrations in the development of this textbook.

Vikas Kogey, *Visual Analyser*, and Pinki Tiwari, *Graphic Designer*, PSSCIVE, Bhopal, are appreciated for redrawing some of the illustrations used in the textbook. The images other than these have been sourced from Creative Commons License.

Gratitude is also due to the Publication Division (PD), NCERT, for transforming the manuscript into an attractive textbook. Special thanks are due to Sweta Jha, *Editor* (contractual), and Shilpa Mohan, *Assistant Editor* (contractual), for copyediting the manuscript. Pawan Kumar Barriar, *DTP Operator* (PD), and Rajshree Saini and Hari Darshan Lodhi, *DTP Operators* (contractual), are appreciated for layout and design.



## CONTENTS

<i>Foreword</i>		<i>iii</i>
<i>About the Textbook</i>		<i>v</i>
<b>Unit 1:</b>	<b>Communication Skills</b>	<b>1</b>
	Session 1 Active Listening	2
	Session 2 Parts of Speech	9
	Session 3 Writing Sentences	16
<b>Unit 2:</b>	<b>Self-management Skills</b>	<b>23</b>
	Session 1 Motivation and Positive Attitude	23
	Session 2 Result Orientation	28
	Session 3 Self-awareness	32
<b>Unit 3:</b>	<b>Information and Communication Technology Skills</b>	<b>39</b>
	Session 1 Getting Started with Spreadsheet	39
	Session 2 Performing Basic Operations in a Spreadsheet	44
	Session 3 Working with Data and Formatting Text	50
	Session 4 Advanced Features in Spreadsheet	57
	Session 5 Presentation Software	63
	Session 6 Opening, Closing, Saving and Printing a Presentation	66
	Session 7 Working with Slides and Text in a Presentation	69
	Session 8 Advanced Features used in Presentation	74
<b>Unit 4:</b>	<b>Entrepreneurship Skills</b>	<b>78</b>
	Session 1 Entrepreneurship and Entrepreneur	79
	Session 2 Barriers to Entrepreneurship	91
	Session 3 Entrepreneurial Attitudes	96
	Session 4 Entrepreneurial Competencies	98
<b>Unit 5:</b>	<b>Green Skills</b>	<b>111</b>
	Session 1 Green Jobs	112
	Session 2 Importance of Green Jobs	119
<i>Answer Key</i>		<b>123</b>
<i>Glossary</i>		<b>125</b>

## *Do You Know*

According to the 86<sup>th</sup> Constitutional Amendment Act, 2002, free and compulsory education for all children in 6-14 year age group is now a Fundamental Right under Article 21-A of the Constitution.

**EDUCATION IS NEITHER A  
PRIVILEGE NOR FAVOUR BUT A  
BASIC HUMAN RIGHT TO  
WHICH ALL GIRLS AND WOMEN  
ARE ENTITLED**

*Give Girls  
Their Chance !*

